

Sierra Designs Warranty and Repair Service

Your Sierra Designs poles are user-adjustable shockcord – the only elastic cord created especially to withstand the rigors of serious backpacking/mountaineering use. Keep your poles a bit looser than normal to allow for maximum strength and shock absorption. If you’re using a ratchet or telescoping system, the tension on the elastic cord will help to ensure proper pole tension.

Zippers

Always give gentle support when operating zippers, avoid standing on them and try to limit exposing them to dirt and grit. Taking these precautions combined with frequent cleaning will prevent them from premature failure.

Tears and Damage

Despite your best efforts, sometimes damage occurs due to your tent. Waterproof self-adhesive repair tape is sold at many outdoor stores and several pieces can be tucked into the tent bag without adding any appreciable weight. Urethane based seal sealing products can be used to plug small holes and duct tape works as well for minor field repair. It’s a good idea to carry one or combination of these things with your tent in the event the tent is damaged while in use.

Condensation

Condensation is the build-up of moisture on the inside of your tent and walls due to a temperature difference between the inside and outside of your tent. Condensation occurs mostly when the conditions are cold, rainy, or humid, although it can occur at any time. The best way to minimize condensation is to increase the ventilation in your tent and between the tent body and fly. Completely exposing or the tent often helps, as does leaving the vestibule door open as much as possible.

Sierra Designs Warranty and Repair Service

We maintain a full repair facility to assist you with any problems you may have with any Sierra Designs product. We offer a lifetime warranty against defects in materials and workmanship, and for a nominal charge we will repair damage due to accidents or normal wear and tear. This warranty does not cover tears caused by improper care, accidents, or the natural breakdown of materials after extended use and time. California State Law requires all items returning for repair must be clean. Sierra Designs does not wash tents! Dirty tents will be returned to sender for cleaning.

You may contact the Warranty and Repair Department with comments or questions at the address below or by calling (800) 756-8751 during regular business hours.

Coping with the Unexpected

Even though Sierra Designs uses only the best quality materials, accidents and normal wear and tear do take their toll on your tent.

How to Care for Your Tent

Before You Go Camping: Weatherproofing Your Tent

The rainfly and center floor seam (if applicable) of your tent have been taped at the factory. While seam tape significantly increases the weatherproofness of your tent, additional sealing will improve the performance of your tent in many conditions. For additional weatherproofing, seal all places where attachments are sewn to the fly, including webbing, Velcro, snaps, guy-outr, and zipper tracks. The best way to seal your tent is to use a ratcheted-board seam sealer and run a fine bead around the base of the attachment, where it is sewn to the fly. Do this to attachments both on the inside and outside of the tent. You have just purchased a tent with the “SuperSeal” floor (all tents except for the Blacktail Light, Omega, Stargazer Dome AST, Stretch Prelude AST) which means your perimeter seam has been factory seam sealed, and therefore requires no perimeter sealing. However, if you have NOT purchased a tent with the new “SuperSeal” floor, then the perimeter seam of your tent floor cannot be mechanically sealed. To completely the barrier against water seepage through the floor of your tent, and this seam by running a bead of seam-sealer around the inside perimeter of your tent floor. Make sure the seam-waler is completely dry before re-packing your tent.

Caring for Your Tent on the Trail

It is important to keep your tent which has been of any sharp objects such as rocks or sticks. Many people prefer to use ground sheets under the tent for additional protection. If you choose to do so, make sure the floor of the tent completely covers the ground sheet, or else the sheet will collect rain. Tent Footprints are now available for all current Sierra Designs tents.

Staking and Guying Out Your Tent

Most Sierra Designs tents are freestanding, not requiring the use of stakes in order to pitch the tent. This is either because no stakes are required or because the floor and/or rainfly seal the tent against any undue wind forces. However, this is not always the case, especially as wind increases and/or the wind direction changes. For all current Sierra Designs tents:

- Snakes, tent poles, and/or snow stakes may be required depending on the wind conditions and/or your personal desire for extra security.
- Tent pegs should always be inserted in the ground prior to tent set up. If the ground is too hard for tent pegs to be inserted, use tent poles to stake down the tent.
- Use of pegs and/or stakes is especially important in high wind conditions in order to prevent your tent from moving or blowing away.
- Never leave your tent unattended at night. Secure your tent pegs and stakes prior to leaving the tent.
- Always secure any loose materials before leaving the tent. The amount of materials not properly secured can vary from tent to tent. Always use caution when securing the tent in high wind conditions.

Sierra Designs is absolutely against cooking inside a tent. Asphyxiation, severe or even fatal burns are possible if a stove is used in a tent or vestibule without adequate ventilation. Additionally, a hot stove can melt through your tent floor if the stove is not rigorously insulated, and pots of hot liquid, if left uncovered, may create a contamination and burns.

Ultraviolet Light

UV light is one of the most damaging of all the elements. When exposed to prolonged and extensive sunlight most fabrics will fade, lose strength, and eventually break down. Try to minimize exposing your tent to the sun. Store it during the day or pitch it in shady areas.

Animal Hazards

Animal damage to tents is all too common, but is usually easily avoidable. Never store food in your tent!

Ultra-Fresh™ Tent Guard

The sundry, floor and footprint of all Sierra Designs tents are treated with Ultra-Fresh™ Tent Guard. A fungistatic agent with built-in antimicrobial action that prevents the growth of a range of microorganisms that can cause stains, staining, and deterioration. Ultra-Fresh™ Tent Guard helps extend the life of our tents by protecting against fungi, mold, and bacteria that develop when a tent is packed and stored wet.

What to Do When the Trip’s Over

Even though the sundry and floor of your Sierra Designs tent is treated with Ultra-Fresh™ Tent Guard it is important to dry your tent completely before returning it to its stuff sack. If stored wet, mildew will occur in unairred areas. Mildew damage is not covered under warranty.

Hand wash your tent with a mild soap and a sponge. Do not use harsh detergents, chemicals, or abrasive materials. Dirt particles left in the weave of the material speed up the deterioration of the fabric. Clean tents last longer. “New-mach-o-wash your tent!”

Over extended periods, store your tent loosely, out of the bag in a cool, dry environment.

DANGER

DO NOT USE FUEL-BURNING DEVICES INSIDE OR NEAR THIS TENT.

Stoves, lanterns, candles, grills, heaters and other fuel burning devices produce carbon monoxide and will consume the available oxygen in your tent.

Failure to Follow These Warnings Will Cause ASPHYXIA, CARBON MONOXIDE POISONING, AND DEATH OR SERIOUS AND PERMANENT INJURIES.

WARNING

KEEP ALL FLAME AND HEAT SOURCES AWAY FROM THIS TENT FABRIC.

This tent fabric is flame-resistant fabric which meets CPAM-84 specifications. IT IS NOT FIREPROOF! The fabric will burn if left in continuous contact with any flame source. The application of any foreign substance to the tent fabric may render the flame-resistant properties ineffective. This tent must be properly ventilated in all wind conditions for maximum effectiveness. For example, snow could obstruct airflow and cause asphyxiation unless cleared frequently. NEVER leave children unattended inside a tent. Anchor your tent securely to provide additional security from changing climatic conditions. Snow loads, ice and/or heavy snowfall may be necessary to supplement tent stakes and guy cords.

Failure to Follow These Warnings Could Cause ASPHYXIA, CARBON MONOXIDE POISONING, AND DEATH OR SERIOUS AND PERMANENT INJURIES.

Sierra Designs

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Poles

Before pitching your tent, be sure all sections of your poles are fully engaged at their joints. Gaps at section joints will expose the pole’s inserts to forces for which they were not intended. This can cause them to bend or break. Pole insert damage due to accidents or normal wear and tear is covered by the warranty when the poles are properly reassembled and connected with their mating tube sections.

While assembling or folding your poles, be sure not to allow a pole’s sections to snap against one another as the impact can cause denting of the tube ends and stress fractures. Try to avoid stepping on or entangling your poles on rocks during setup. Since pole damage most frequently occurs during pitching or when horseplay occurs around the tent, be sure not to bend your poles into tighter curves than they naturally assume in the tent – take extra caution in high-wind situations. Excessive bending or distortion of the poles can occur if a free-standing tent if it is picked up by only one of its poles while moving the tent. Move a free-standing tent by grasping it at the pole intersections. A slightly bent pole does not lose its strength and therefore requires no replacement unless it distorts the shape of the tent.

Proper care of poles includes keeping them clean and free of dirt and salt. Always rinse poles with fresh water if exposed to salt water after coastal camping. Occasionally lubrication of the joint with silicone spray will help the joints slide more freely and ward off-soiling problems in snow.

Shockcord

Your Sierra Designs poles are assembled with extrawide, extrawide shockcord – the only elastic cord created especially to withstand the rigors of serious backpacking/mountaineering use. Keep your poles a bit looser than normal to allow for maximum strength and shock absorption. If you’re using a ratcheted-board or telescoping system, the tension on the elastic cord will help to ensure proper pole tension.

Occasionally the shockcord in your poles may break, pull out of the pole, or just stop. This is not a disaster, the pole is still perfectly functional, the tension on the pole when it is set in place on the tent will keep it right up if your tent tips over. If you suspect you have a pole out of the pole, the pole to the Sierra Designs Warranty Department at your leisure for repair.

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Sierra Designs User Manual